

**ARIZONA DEPARTMENT OF HEALTH SERVICES
DIVISION OF BEHAVIORAL HEALTH SERVICES
DIVISION DOCUMENT REVISION NOTICE**

The Arizona Department of Health Services/Division of Behavioral Health Services has revised the below referenced document(s), indicated by **BOLD** print and the symbol **[X]**. The attached matrix includes a detailed description of the changes impacting the selected document(s). The revised document(s) will be posted to the ADHS/DBHS website on or around the effective date. Please direct any questions regarding this Division document revision notice to Margaret Russell at (602) 364-4658 or via electronic mail at russelm@azdhs.gov.

DIVISION DOCUMENT	ADHS/DBHS PROVIDER MANUAL	ADHS/DBHS POLICY AND PROCEDURES MANUAL	ADHS/DBHS PROGRAM SUPPORT PROCEDURES MANUAL	ADHS/DBHS COVERED BEHAVIORAL HEALTH SERVICES GUIDE
REVISION [X]	[X]			
DIVISION DOCUMENT	CLIENT INFORMATION SYSTEM (CIS) FILE LAYOUT AND SPECIFICATIONS MANUAL	OFFICE OF GRIEVANCE AND APPEALS DATABASE MANUAL	ADHS ACCOUNTING AND AUDITING PROCEDURES MANUAL	FINANCIAL REPORTING GUIDE FOR REGIONAL BEHAVIORAL HEALTH AUTHORITIES
REVISION [X]				
DIVISION DOCUMENT	ADHS/DBHS QUALITY MANAGEMENT/UTILIZATION MANAGEMENT PLAN	ADHS/DBHS PREVENTION FRAMEWORK FOR BEHAVIORAL HEALTH	AHCCCS MEDICAL POLICY MANUAL-CHAPTERS 900 AND 1000	ADHS/DBHS STRATEGIC PLAN
REVISION [X]				
DIVISION DOCUMENT	ADHS/DBHS CULTURAL COMPETENCE PLAN	ADHS/DBHS CLINICAL GUIDANCE DOCUMENTS	TITLE XIX CHILDREN'S BEHAVIORAL HEALTH ANNUAL ACTION PLAN	
REVISION [X]				

ADHS/DBHS PROVIDER MANUAL SECTION 3.23 Cultural Competence			
PM 3.23 Cultural Competence	Table of Contents	Retitled "3.23.7-A." "Culturally Competent Language Services"	March 01, 2008
PM 3.23 Cultural Competence	Table of Contents	Retitled "3.23.7-B" "Respect for Diversity"	March 01, 2008
PM 3.23 Cultural Competence	Table of Contents	Deleted "3.23.7-C" and "3.23.7-D"	March 01, 2008
PM 3.23 Cultural Competence	Introduction	Rewrote/added to introduction to broaden scope of policy.	March 01, 2008
PM 3.23 Cultural Competence	References	Added AHCCCS, federal and citations and guidelines regarding antidiscrimination laws and cultural competency, and relevant provider manual sections, guidance and DBHS documents	March 01, 2008
PM 3.23 Cultural Competence	Did you know?	Added to first bullet regarding requirements of the Cultural Competency Plans.	March 01, 2008
PM 3.23 Cultural Competence	Did you know?	Addition of second bullet regarding the Cultural Competency Advisory Committee	March 01, 2008
PM 3.23 Cultural Competence	Did you know?	Addition of fourth bullet regarding benefits of language assistance.	March 01, 2008
PM 3.23 Cultural Competence	Did you know?	Deletion of bullet regarding prohibition of discrimination.	March 01, 2008
PM 3.23 Cultural Competence	Definitions	Addition of "Commonly Encountered LEP Groups".	March 01, 2008
PM 3.23 Cultural Competence	Definitions	Edit to "Cultural Competence" to match OMH definition.	March 01, 2008
PM 3.23 Cultural Competence	Definitions	Addition definition of "Disability" as per USC definition.	March 01, 2008
PM 3.23 Cultural Competence	Definitions	Added definition of "Interpretation"	March 01, 2008
PM 3.23 Cultural Competence	Definitions	Edit to "Linguistic Competence" definition to match the Office of Minority Health (OMH) definition.	March 01, 2008
PM 3.23 Cultural	Definitions	Added definition of "Translation"	March 01, 2008

Competence			
PM 3.23 Cultural Competence	Objective	Added language regarding antidiscrimination.	March 01, 2008
PM 3.23 Cultural Competence	Procedures	Added "3.23.7-A. Culturally Competent Language Services" Section	March 01, 2008
PM 3.23 Cultural Competence	Procedures	Added language regarding the DBHS Cultural Competency Plan	March 01, 2008
PM 3.23 Cultural Competence	Procedures	Added language providing background on the CLAS Standards	March 01, 2008
PM 3.23 Cultural Competence	Procedures	Added CLAS Standards 1-3 and 8-14, and respective subheadings.	March 01, 2008
PM 3.23 Cultural Competence	Procedures	Included citation and SMI population in new subtitle "Accessing Oral Interpretation Services" section. Separated content regarding oral versus written interpretation and translation requirements.	March 01, 2008
PM 3.23 Cultural Competence	Procedures	Included citation, license requirement and SMI population in "Accessing Interpretation Services for the Deaf and Hard of Hearing" section.	March 01, 2008
PM 3.23 Cultural Competence	Procedures	Created new subheading/section "Translation of Written Material" to include language defining vital documents, language regarding SMI populations, and language regarding members with languages not commonly encountered.	March 01, 2008
PM 3.23 Cultural Competence	Procedures	Added language to "Assessment and Service Planning" subheading regarding the Demographic Data File, Clarified language regarding language documentation requirements. Included links to assessment and intake documents. Removed language regarding cultural preferences.	March 01, 2008
PM 3.23 Cultural Competence	Procedures	Created "Respect for Diversity" heading 3.23.7-B.	March 01, 2008
PM 3.23 Cultural Competence	Procedures	Added language regarding of cultural competency and provider environments, workforce and policies.	March 01, 2008
PM 3.23	Procedures	Created subheading "The Delivery of	March 01, 2008

Cultural Competence		Culturally Competent Services” and added DBHS content regarding the services planning process. Added bullets regarding provider environments and language communication, paragraph on service planning process and family involvement, and paragraph regarding training requirements.	
PM 3.23 Cultural Competence	Procedures	Added additional federal anti discrimination laws, descriptions and links to section “Laws Prohibiting Discrimination.”	March 01, 2008